

Amendments to the Drawings

The attached Replacement Sheet of drawings includes a change to Figure 5. In particular, reference numeral 304, which was set forth in the specification as originally filed, has been added. This sheet, which includes Figure 5, replaces the original sheet including Figure 5.

Formal drawings, with the above correction, are also being submitted.



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

3623
1/22/04
3-1 mel

APPLICANT: Guy O. Bargnes
GROUP ART: 3623
SERIAL NO.: 09/602,922
EXAMINER: Meinecke Diaz, Susanna M.
FILED: 06/23/2000
FOR: COMPUTER-IMPLEMENTED VEHICLE
REPAIR ANALYSIS SYSTEM

RECEIVED
FEB 25 2004
GROUP 3600

ATTORNEY DOCKET NO.: IN-5398

LETTER TO CHIEF DRAFTSPERSON

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

In connection with the above-identified application, applicant encloses herewith for filing the formal drawings containing Figs. 1-12.

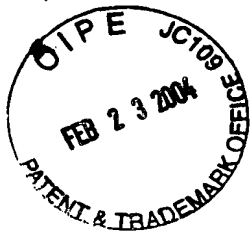
Favorable consideration is respectfully requested.

Respectfully submitted,

HOWARD & HOWARD ATTORNEYS, P.C.

Samuel J. Haidle, Registration No. 42,619
The Pinehurst Center, Suite 101
39400 Woodward Avenue
Bloomfield Hills, MI 48304-5151
(248)723-0334

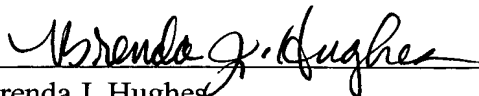
Dated: February 18, 2004



U.S.S.N. 09/602,922

CERTIFICATE OF MAILING

I hereby certify that the attached Letter to Chief Draftsperson and formal drawings are being deposited with the U.S. Postal Service as first class mail, postage prepaid, in an envelope addressed to **Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450** on February 18, 2004.


Brenda J. Hughes

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RECEIVED
FEB 25 2004
GROUP 3600

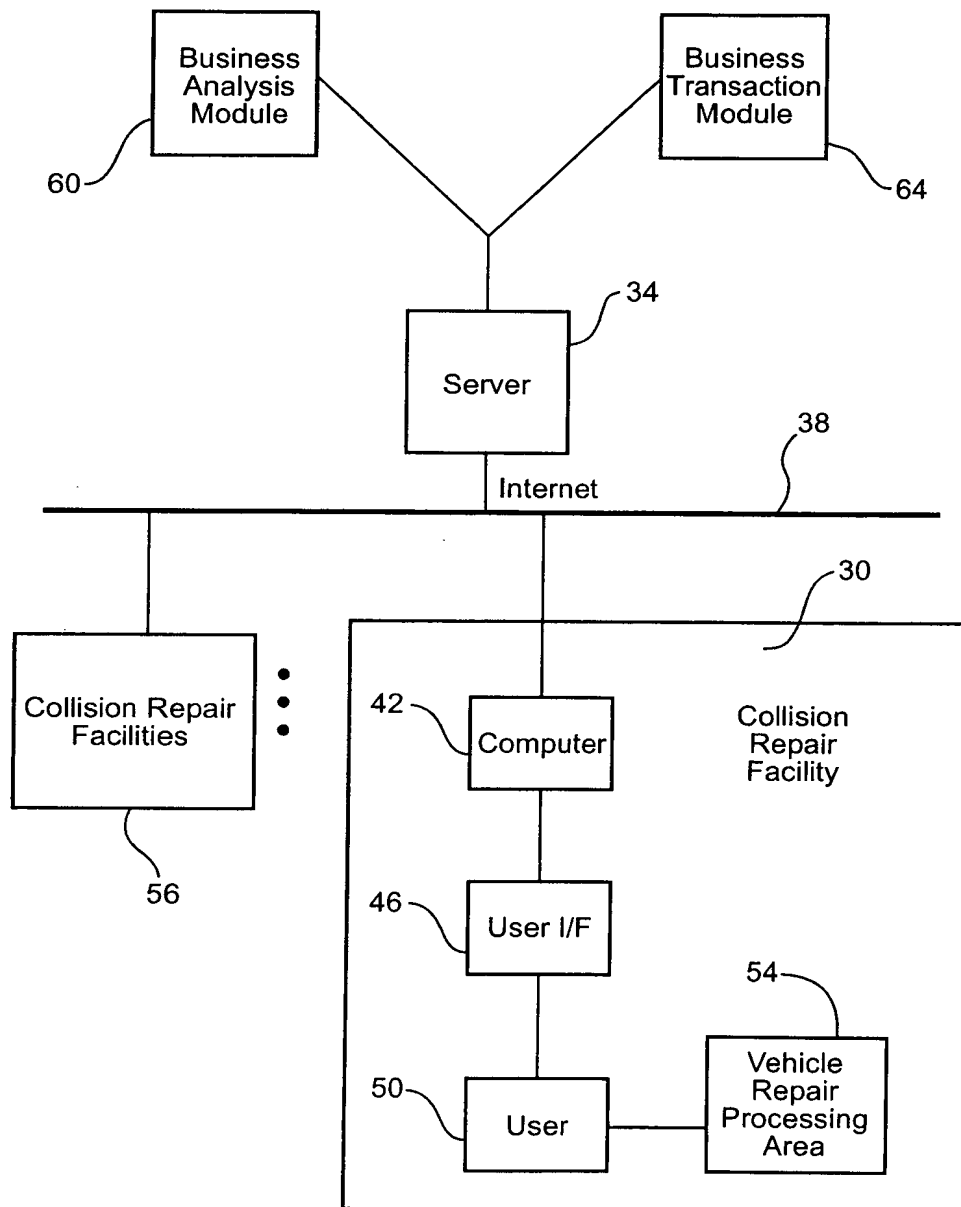
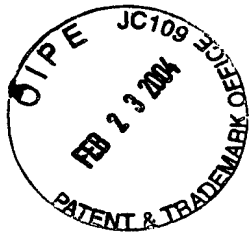


FIG - 1

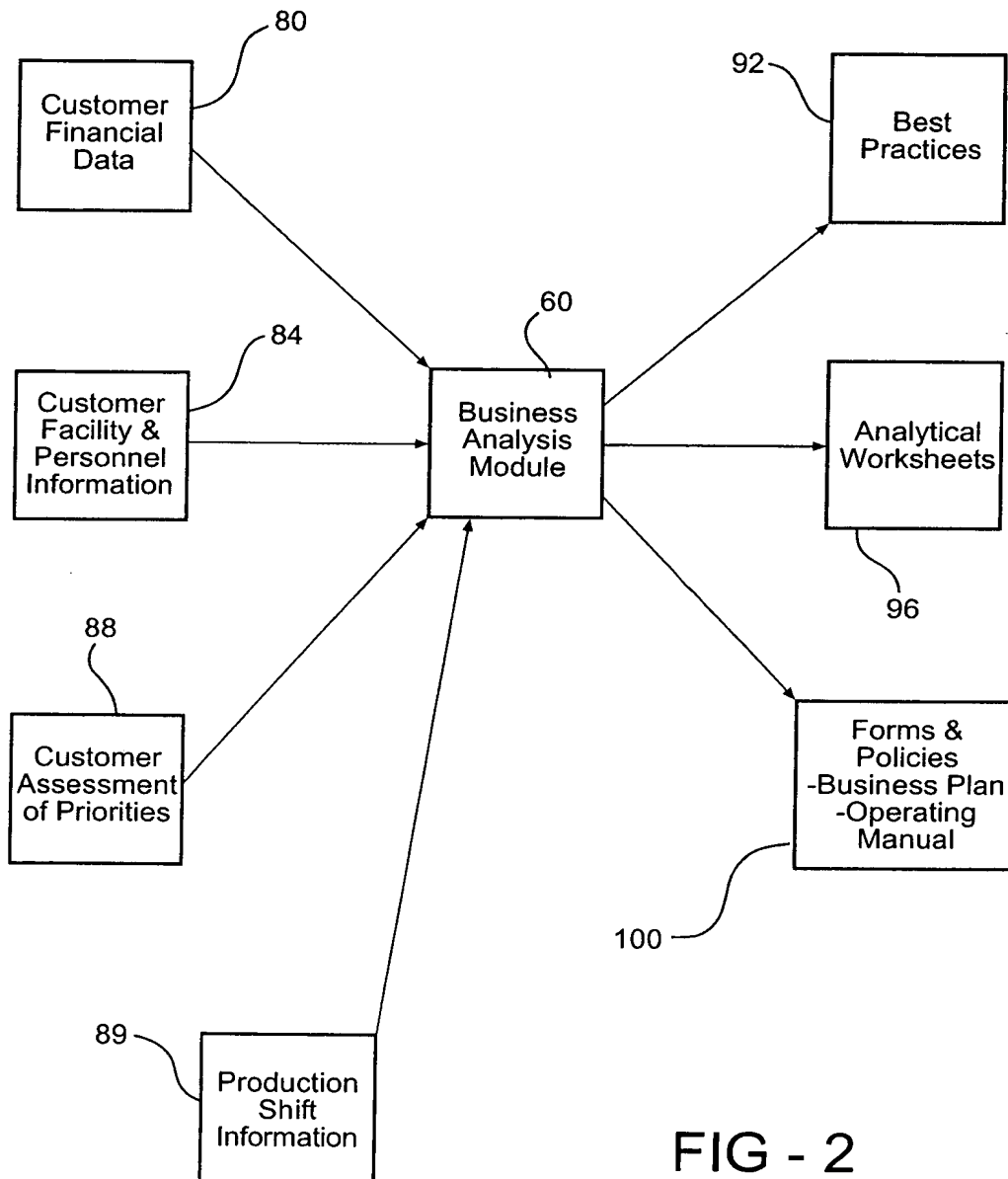
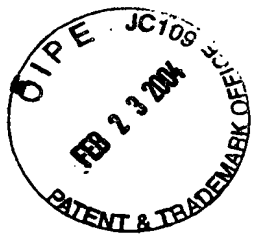


FIG - 2

SITE ARCHITECTURE

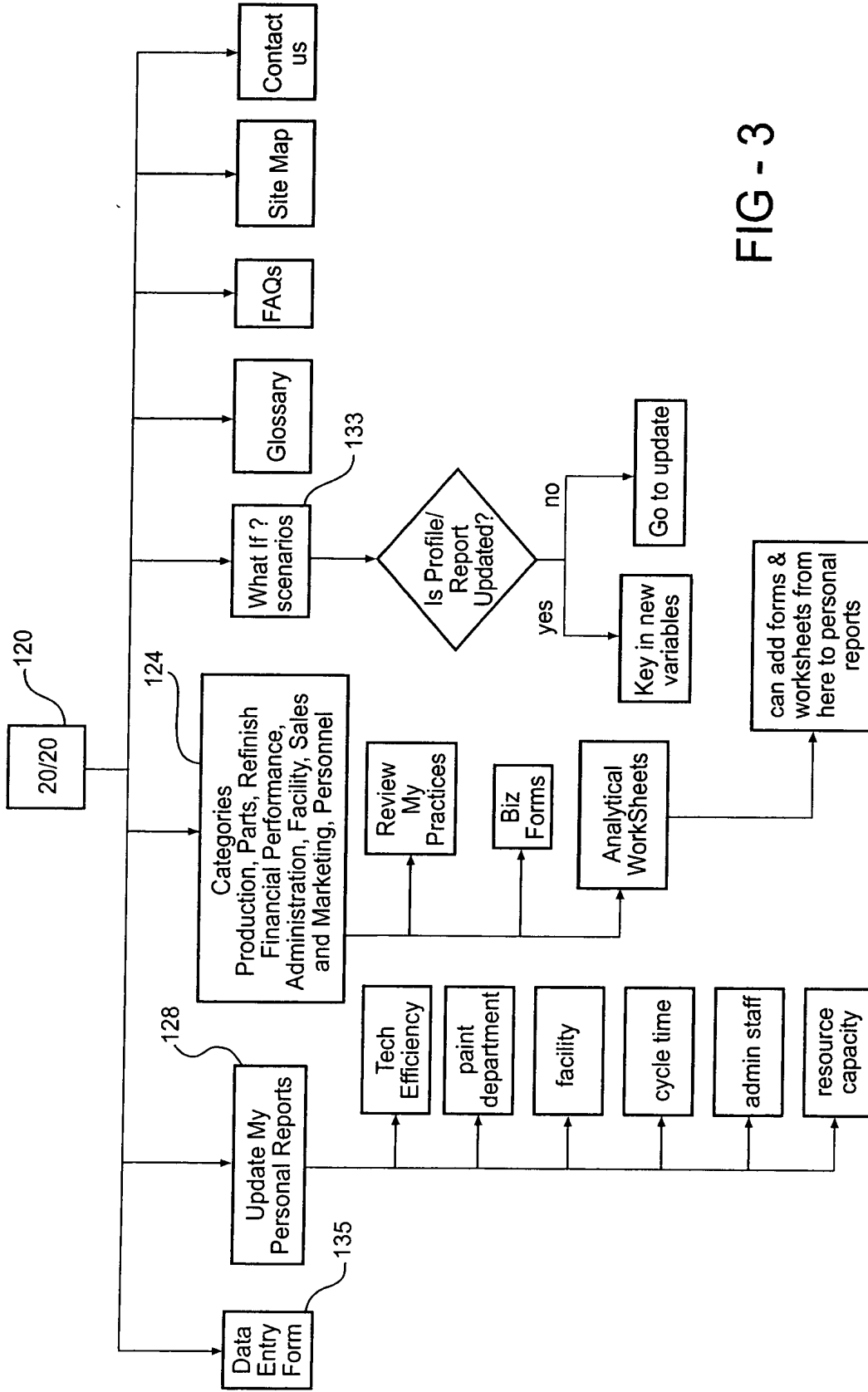
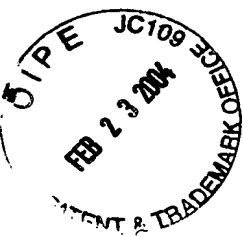


FIG - 3



2020 Recap: Performance - Priorities - Projections

Performance

Selected Key Performance Indicators				Your Shop	Ind Guides	Top 25%	
1	Total Sales \$ (Annualized)			\$1,340,000	N/A	N/A	
2	Total Gross Profit Percent			38.5%	40.0%	43.5%	Opportunity
3	Production Proficiency			115%	135%	150%	Opportunity
4	Production Staffing Density (Main Shift)			2.3 : 1	2.0 : 1	1.7 : 1	
5	Monthly Sales / Administrative Emp			\$23,500	\$35,000	\$45,000	Opportunity
6	Monthly Sales / Estimator			\$111,500	\$140,000	\$160,000	
7	Paint Cost / Paint Hr Billed			\$6.50	\$7.00	\$6.00	
8	Monthly Gallons Waste / Paint Tech			5	5	2	
9	Overall Customer Satisfaction Index			91.3%	90%	95.5%	
10	Gross Profit \$ per Tech Clock Hour			\$27.40	\$35.00	\$45.00	Opportunity

Priorities

Business Areas & Priorities In Each		Priority	
1	Financial Measures		
2	Financial Performance		
3	Sales & Marketing		
4	Customer Satisfaction Index		
5	Insurance Relations inc. Cycle Time		
6	Administraion - General		
7	Administration - Parts		
8	Production - General		
9	Production - Refinish		
10	Facility - Capacity, Equipment, Layout		
11	Personnel inc. Pay Plans & Incentives		

Projections

Performance Factors		Sales	Gross Profit	GP\$ Improved
1	Current Performance (Annualized)	\$1,340,000	\$516,000	N/A
2	With 10% improvement in Production Proficiency	\$1,470,000	\$540,000	\$24,000
3	Performance with One Additional Technician	\$1,500,000	\$550,000	\$34,000
4	With 10% improvement in Parts : Labor Ratio	\$1,400,000	\$530,000	\$14,000
5	With 2% improvement in Labor Gross Profit	\$1,340,000	\$521,000	\$5,000
6	With 2% Improvement in Parts Gross Profit	\$1,340,000	\$520,000	\$4,000
7	With 2% improvement in Materials Gross Profit	\$1,340,000	\$518,000	\$2,000
8	With Cumulative Impact of All Improvements	\$1,600,000	\$640,000	\$124,000

Production Workforce Shift Profile

Main Shift Only	Main Shift Plus OT or Sat	Main Shift & 2nd Shift	Main Shift, 2nd Shift & Sat

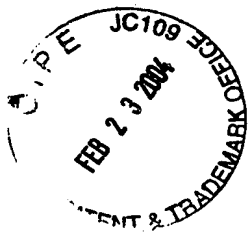
FIG - 4

300

[illegible]

FIG - 5

308



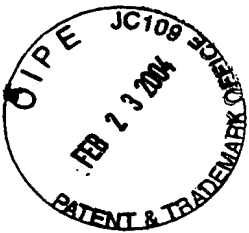
Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 Sub-pages

N/A Weak Avg Strong

- 350
- 1 Customer 1st Impression of Your Facility ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 2 Customer 1st Impression of Your Employees ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 3 2nd Impressions ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 4 Sales Close % on Estimates Written ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 5 Maximizing Repeat & Customer Referrals ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 6 Maximizin Insurance DRP Business ☐ ☐ ☐ ☐ ☐ ☐
[Cycle Time Performance \(CTP\)](#) [Link to Unique Cycle Time Measurement Tools](#)
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 7 Maximizing Employee Referrals ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 8 Maximizing Dealership & Fleet Referrals ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 9 Maximizing 'Exposure' of Location ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 10 Advertising & Marketing Promotion ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)
 - 11 Yellow Pages & Directories ☐ ☐ ☐ ☐ ☐ ☐
[Checklist and Action Planner](#) [Link to Detail Below](#)

FIG - 6

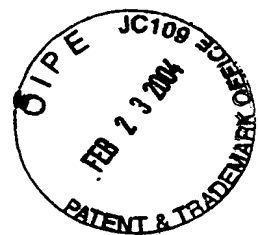


Sales & Marketing: Selling and Sources of Business

Note: This is a portion of the detail of the Sales & Marketing ' Sub-Page', the 1st of 11 sub-pages

	N/A	Weak	Avg	Strong	Add to 90-Day Plan	Add to One-Year Plan
1 Customer 1sty Impression of yYour Facility						
Overall Impression from street						
Signage						
General Appearance of Building						
Clear wide entrance						
Appearance of Parking Area						
Parking places available						
Parking places well marked						
Estimating area marked						
Appearance of Reception Area						
Clean						
Comfortable						
2 Customer 1st Impression of Employees						
Telephone Answering & Handling						
Prompt						
Strong & Courteous Greeting						
Consistent greeting by all						
Back-up answering responsibility						
Customer Service Representatives						
Consistently courteous						
Consistently Professional						
Consistently Customer Focused						
Impression of sales representatives						
Consistently Courteous						
Consistently Professional						
Consistently Customer Focused						
3 2nd Impressions						
Reception Area: Info on Display						
Steps in the Repair Process						
Refinish Warranty						
Employee Training Certifications						
Photos / Testimonials						
Production Area						
Neat & Clean 100% of time						
Employees in Uniforms						

FIG - 7

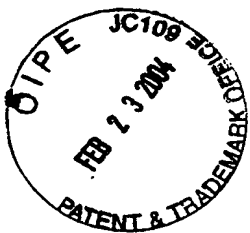


Sales & Marketing: Selling and Sources of Business

Note: This is the same portion of the detail of the Sales & Marketing ' Sub-Page', completed

	N/A	Weak	Avg From 1. above	Strong	Add to 90-Day Plan	Add to One-Year Plan
1 Customer 1sty Impression of yYour Facility						
Overall Impression from street			384			
Signage						
General Appearance of Building						
Clear wide entrance						
380 Appearance of Parking Area						
Parking places available						
Parking places well marked						
Estimating area marked						
Appearance of Reception Area						
Clean						
Comfortable						
2 Customer 1st Impression of Employees						
Telephone Answering & Handling			From 2. Above			
Prompt						
Strong & Courteous Greeting						
Consistent greeting by all						
Back-up answering responsibility						
Customer Service Representatives						
Consistently courteous						
Consistently Professional						
Consistently Customer Focused						
Impression of sales representatives						
Consistently Courteous						
Consistently Professional						
Consistently Customer Focused						
3 2nd Impressions						
Reception Area: Info on Display			From 3. Above			
Steps in the Repair Process						
Refinish Warranty						
Employee Training Certifications						
Photos / Testimonials						
Production Area						
Neat & Clean 100% of time						
Employees in Uniforms						

FIG - 8



Sales & Marketing: Selling and Sources of Business

Note: This is the same Sales & Marketing 'Sub-Page', as it might appear completed

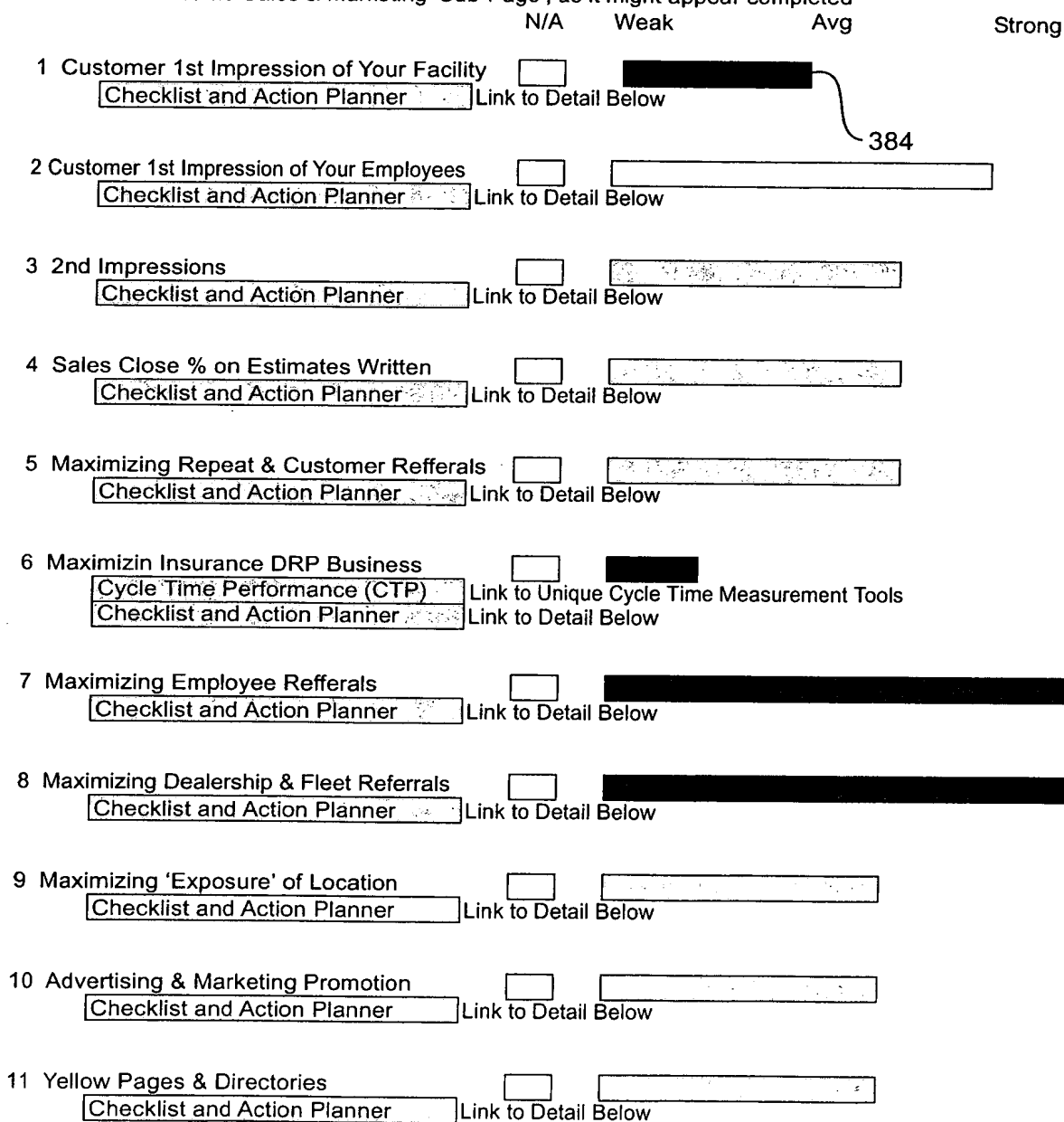
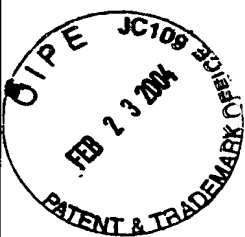


FIG - 9



Glasurit Leaders Group - Member Data Entry Form

Name of Business	<input type="text"/>	Part of multiple shop ownership group?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Street Address	<input type="text"/>	Name of group	<input type="text"/>
City, State, Zip	<input type="text"/>		
Contact	<input type="text"/>	Data covers how many months?	<input type="text"/>
Title	<input type="text"/>	Final month of data	<input type="text"/>
Phone	<input type="text"/>	Today's Date (Mo / Yr)	<input type="text"/>
Fax	<input type="text"/>	Management System(s)	<input type="text"/>
e-mail	<input type="text"/>		<input type="text"/>
Dealer <input type="checkbox"/> or Independent <input type="checkbox"/>		Estimating System(s)	<input type="text"/>
If Dealer, please list primary franchise(s)	<input type="text"/>		<input type="text"/>

Priorities

	Opportunities / Weaknesses		vs.		Management Strengths	
	Weak		Average		Strong	
Financial Measures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial Performance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sales & Marketing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Satisfaction	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Insurance Rel & CTP*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - Parts	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - Refinish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Facility-Equip-Layout	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personnel-Pay Plans	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

88

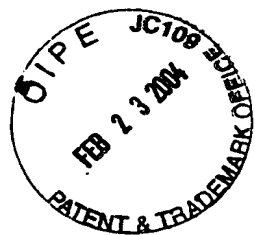
Facility, Employees & Shift Profile

84 {	No. of Metal Stalls inc. Frame	<input type="text"/>	No. Admin Emp inc. Estimators	<input type="text"/>	84 {
	Number of Metal Techs	<input type="text"/>	Memo: No. Estimators	<input type="text"/>	
	No. Refinish Stalls inc. Booth	<input type="text"/>	Sales Close Rate %	<input type="text"/>	
	Number of Paint Booths	<input type="text"/>	Number of RO's for time period	<input type="text"/>	
	Number of refinish Techs	<input type="text"/>			
	No. Detailing Stalls	<input type="text"/>			
	No. of Detailing Techs	<input type="text"/>			
	No. Mechanical/Other Stalls	<input type="text"/>	Overall Cust. Sat. Index (CSI)	<input type="text"/>	88 {
	No. Mechanical/Other Techs	<input type="text"/>	Production Dept Square Feet	<input type="text"/>	84 {
	Total # of Work Spaces	<input type="text"/>			
Total # of Technicians	<input type="text"/>				

Number of Technicians by Shift / by Day	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Number	Average	Number	Average	Number	Average	Number	Average	Number	Average	Number	Average
	of Techs	Hours	of Techs	Hours	of Techs	Hours	of Techs	Hours	of Techs	Hours	of Techs	Hours
Day Shift												
Overtime												
Afternoon Shift												

89

FIG - 10a

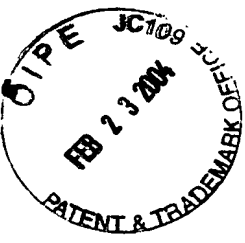


Glasurit Leaders Group - Member Data Entry Form

Sales, Gross Profit, Hours Sold & Hours Worked

<div>84</div> <div>Metal Labor Sales \$</div> <div>Metal Labor Gross Profit \$</div> <div>Refinish Labor Sales \$</div> <div>Refinish Labor Gross Profit \$</div> <div>Frame Labor Sales \$</div> <div>Metal Labor Gross Profit \$</div> <div>Warranty Labor Sales \$</div> <div>Warranty Labor Gross Profit \$</div> <div>Internal Labor Sales \$</div> <div>Internal Labor Gross Profit \$</div> <div>Mechanical & Other GP \$</div> <div>Mechanical & Other GP \$</div> <div>Total Labor Sales \$</div> <div>Total Labor Gross Profit \$</div>		<div>Metal Labor Hours Sold</div> <div>Metal Labor Clock Hours</div> <div>Refinish Labor Hours Sold</div> <div>Refinish Labor Clock Hours</div> <div>Frame Labor Hours Sold</div> <div>Frame Labor Clock Hours</div> <div>Warranty Labor Hours Sold</div> <div>Warranty Labor Clock Hours</div> <div>Internal Labor Hours Sold</div> <div>Internal Labor Clock Hours</div> <div>Mechanical & Other Hrs Sold</div> <div>Mechanical & Other Clock Hrs</div> <div>Total Labor Hrs Sold</div> <div>Total Labor Clock Hours</div>	<div>80,84</div>
<div>Part Sales \$</div> <div>Parts Gross Profit \$</div> <div>Refinish Materials Sales \$</div> <div>Refinish Materials Gross Profit \$</div> <div>Sublet Sales \$</div> <div>Sublet Cost of Sales</div> <div>Total Sales \$</div> <div>Total Gross Profit \$</div>		<div>Paint Only Cost of Sales</div> <div>Monthly Gallons of Waste</div> <div>Cost to Remove</div> <div>Door Labor Rate \$ / Hr</div> <div>Mechanical Rate \$ /Hr</div> <div>Matl Allowance / Refinish Hour</div>	<div>80</div>
<div>Fixed Overhead - Building \$</div> <div>Fixed Overhead - Admin Staff \$</div> <div>Variable Overhead \$</div> <div>Total Overhead \$</div> <div>Net Profit \$</div>		<div>Memo: Selected Variable Overhead Values</div> <div>Media Advertising</div> <div>Yellow Pages / Directories</div> <div>Other Promotions</div> <div>Policy Adjustments</div> <div>Training - Admin Staff</div> <div>Training - Technicians</div>	

FIG - 10b



241

Technician	Stalls per Technician	
Production Efficiency		Main Shift Only
186		1.0
184		1.2
173		1.4
165		1.5
160		1.6
159		1.6
153		1.7
152		1.8
149		1.8
144		1.8
140		1.8
139		1.9
138		1.9
135		1.9
134		1.9
131		1.9
You are here → 130		1.9
129		2.0
129		2.0
128		2.0
124		2.0
122		2.0
120		2.1
120		2.2
119		2.2
118		2.1
117		2.3
116		2.3
114		2.3
113		2.4
113		2.4
112		2.4
111		2.4
110	You are here →	2.6
110		2.7
109		2.8
106		2.9
105		2.9
103		2.9
102		3.0
100		3.0
99		3.0
98		3.0
98		3.1
95		3.2
93		3.2
92		3.2
90		3.5
88		3.5
87		4.0

*Value from recent sample of 50 shops.

243

237

239

FIG - 11



REPLACEMENT SHEET 09/602,922 2-18-2004

Customer Vehicle Tracking and Cycle Time Assessment												Updated:																						
RO #	Cust Name	Veh Brand	Veh Year	Date Asgnd	Record reason for each day of 'Production Lost'	D-Asam	Frame	Metal	Prep	Paint	R-Asm	Test	Date Compl	Final Amt \$	Lbr-Hrs Sold	Lbr-Hrs Actual div by 5	Cycle Tm Profncy	Insurance Co																
<div>Note: Form shows Vehicle Tracking Chart combined with Cycle Time Measurement (by noting each day of delay) and Cycle Time Analysis (by a code for each type of delay)</div>																			Note additional days of delay in front of code. Example: 2P2 (2 days for incorrect parts)															
																			Instructions:		Codes for reasons for delay:										S1 Frame Dept			
																			1. When car enters each step: "-"		P1 Parts Delayed I1 Ins Approval										S2 Metal Dept			
																			2. Each day, review all vehicles.		P2 Parts Incorrect I2 Ins Supp Approval										S3 Paint Dept			
																			3. If 5 hrs worked, note nothing.		P3 Parts Damaged I3 Other Ins										S4 Emp Out			
																			4. If not, enter reason for delay.		P4 Parts Fit Cx CUSTOMER										S5 Sublet			

FIG - 5

Approved SW